

INTERNATIONAL ORDERS RETURN POLICY

Your Satisfaction is Guaranteed! If you are not completely satisfied, return your purchase for a refund, no questions asked. Unfortunately, we cannot refund your original shipping and handling charges.

PLEASE NOTE

Personalized (embroidered/engraved) items **MAY NOT BE RETURNED.**

Non-personalized apparel and shoes that have not been worn, laundered or altered being returned with all original packaging and tags will be accepted if returned within 30 days of receipt.

Sets must be returned as a set – all pieces must be returned together to qualify for a refund.

All other non-apparel items without personalization, in new condition and in original packaging with all original tags/warranties/manuals may be returned within **30 days** of receipt.

RETURN

Please fill out the form below and include with your return – including a copy of your invoice will help speed processing – and your return must meet the guidelines above to be eligible for refunding. We recommend that you reuse the original shipping carton and packing materials. DO NOT use the product box as a shipping container. U.S. returns can also use our online returns page to print a pre-paid shipping label. The cost of your return shipping will be deducted from your refund after processing. International returns will be responsible for the shipping, handling and customs charges to send back items. Please allow 2-3 weeks for your refund.

Item Number	Quantity	Description	Return Code

RETURN CODES

1. Arrived Damaged
2. Color Not As Expected
3. Wrong Size
4. Wrong Item Shipped
5. Wrong item Ordered
6. Defective (explain problem below)
7. Other (please explain below)

In case we have questions:

Print Full Name _____ Order number _____

Phone _____ Email _____

COMMENTS: _____

We're sorry we cannot accommodate international exchanges

If you'd like to exchange an item, simply return the items you do not need and place a new order.

Questions?

Customer Service

7 Days a Week | 4:30 am to 7:30 pm PST
Phone: **800.372.2201**
Email: help@shop.careismatic.com

Medelita Customer Service

Monday to Friday | 8 am to 5 pm PST
Phone: **877.987.7979**
Email: contact.us@medelita.com

ATTN: Returns
4656 Railhead Road
Dock Door 250
Fort Worth, TX 76106



MEDELITA



Infinity

IOBALA

heartsoul

AllHeart